

AL2.2005-13

c.2

Guide to

Services for Lower-Income Albertans



Alberta

Emergency Phone Numbers

After-hours emergency shelter, food or medical needs

If you need emergency help after normal business hours, the Alberta Works Contact Centre can help.

You can get information and help with essential food, shelter, transportation or medical needs, when you cannot wait until the next working day. You will be given enough help to meet your needs until offices are open again.

In Edmonton: **(780) 644-5135**

Toll-free across Alberta: **1-866-644-5135**

After-hours children's services

24-hour Child Protection Line in Calgary:
(403) 297-2995

Child Protection Line in Edmonton:
daytime **(780) 422-2001**
evenings **(780) 427-3390**

24-hour Child Abuse Hotline,
toll-free across Alberta:
1-800-387-KIDS (1-800-387-5437)

Kids Help Phone
(support to young people 24-hours a day,
365 days a year): **1-800-668-6868**

Welcome

The Government of Alberta has many programs to help lower-income Albertans. This guide can help you find out what's available.

Programs are listed in seven groups: Work and Work Skills, Financial, Housing, Legal Assistance, Health Expenses, Families with Children, and People with Disabilities. For each program, you will find an outline of what it does and where to go for information. At the side of the page you will also find a list of other programs that may help you. At the end of the guide you will find information on how to get documents you may need to apply for help, a list of useful phone numbers and key services.

Some programs listed in this guide are for everyone. Some programs are for people with an income below a set level or for people in certain situations. To find out if you can get help from a program, contact that program in one of the ways shown.

If you can't find the program you are looking for, contact Service Alberta:



Call **310-0000** toll-free across Alberta.

If you are deaf or hard of hearing and have a TTY, call **1-800-232-7215** toll-free across Alberta or **(780) 427-9999** in Edmonton.



Go to the website at **www.gov.ab.ca**.

Welcome *continued*

This guide is up-to-date as of September 2004. Programs may change. If a phone number or website address does not work, contact Service Alberta for help.

To get more copies of the *Guide to Services for Lower-Income Albertans*, phone **310-4455** toll-free.

The guide is also online at

www.gov.ab.ca/servicealberta/LowerIncomeGuide .

Did you know

that the federal government has an online benefit finder? Visit **www.canadabenefits.gc.ca** . Free Internet services are available at your local library, Alberta Service Centre or Canada-Alberta Service Centre. To find a centre near you, look in your phone book or call the Career Information Hotline at **(780) 422-4266** in Edmonton or **1-800-661-3753** across Alberta.

Table of Contents

Work and Work Skills	4	Families with Children	33
Looking for Work	4	Finding Child Care	33
Help with Training Costs	6	Help with the Costs of Child Care.....	34
Financial	8	Support to Care for Someone Else's Child	36
Help to Meet Basic Needs.....	8	Paying a Child's School Fees	37
Help with Utility Costs	10	Collecting Child Support	38
Benefits for Seniors	11	People with Disabilities	39
Loans and Grants for Post-Secondary Students.....	12	Financial Help for Severely Disabled Adults	39
Income Tax Credits for Families.....	15	Supports for Employment	41
Help Managing Your Debts	16	Help for People with Developmental Disabilities	43
Housing	18	Supports for People with Brain Injuries	44
Low-Cost Housing	18	Children with Disabilities.....	45
Renters' and Landlords' Rights and Responsibilities	19	Changes to Your Home	48
Homeless Shelters	20	Finding the Documents You Need	49
Women's Shelters	22	Birth Certificate	
Legal Assistance	25	Personal Health Number	
Health Expenses	27	Social Insurance Number	
Alberta Health Care Insurance Plan Premiums.....	27	Alberta Student Number	
Dental Care, Eyeglasses and Basic Health Services for Children	28	Notice of Assessment (income tax information)	
Drug Coverage for Seniors	29	Useful Phone Numbers	52
Medical Supply and Equipment Costs....	30	Key Services	56
Help for Diabetics	32	Feedback	57

Looking for Work

If you are looking for work, you can find out about job openings by phone and online.

Call Canada-Alberta JOBS toll-free at **1-800-727-2925** or **(780) 917-4899** in Edmonton or go to the **Alberta Learning Information Service (ALIS)** website at **www.alis.gov.ab.ca/employment/main.asp** .

ALIS also has tips, videos and many free publications that can help you with your job search. You can learn about different types of jobs and how much they pay, how to look for work on the Internet and how to prepare for a job interview. Go to **www.alis.gov.ab.ca** .

Alberta Works Employment and Training Services has people and information to help you plan a career, explore training options and look for a job. You can also learn what jobs are in demand and what skills you need for those jobs.

**For more information, contact
Alberta Human Resources and Employment:**



Call the Career Information Hotline:

In Edmonton: **(780) 422-4266**.

Toll-free across Alberta: **1-800-661-3753**.

Deaf and hard of hearing:

(780) 422-5283 in Edmonton.

1-800-232-7215 toll-free for message relay service.

Looking for Work *continued*



Visit an Alberta Service Centre, Canada-Alberta Service Centre or Youth Connections Office. Call the Career Information Hotline or go to www.gov.ab.ca/hre/ets/contact/index.asp for a Service Centre or www.gov.ab.ca/hre/youthconnections/ycoffices for a Youth Connections Office near you.



Go to the Alberta Human Resources and Employment website at www.gov.ab.ca/hre/ets or the ALIS website at www.alis.gov.ab.ca.



Get a copy of the *Job Seeker's Handbook, Job Smart: Tips for staying employed* and other free resources at an Alberta Service Centre or Canada-Alberta Service Centre. Or order copies at www.alis.gov.ab.ca/careershop or by calling the Learning Resources Centre at (780) 427-5775 in Edmonton or 310-0000 then (780) 427-5775 across Alberta.



Help with Training Costs

Are you having trouble finding or keeping a job because you don't have the education, training or skills wanted by employers?

See also:

Help to Meet
Basic Needs, p. 8

Loans and
Grants for
Post-Secondary
Students, p. 12

Supports for
Employment,
p. 41

Alberta Works Employment and Training Services can help you get academic upgrading, take English as a Second Language courses or get the job skills needed to find and keep a job. You may be able to get help to study full- or part-time.

If you qualify, Alberta Works covers the cost of your tuition, books and supplies. While studying full-time in an approved program, you may also get Income Support to cover basic costs of living and health coverage for you and your family.

You must:

- have a need for academic upgrading or training to find and keep a job,
- show financial need, and
- be in an approved program and make passing grades.

You also may get training and financial help if you are an apprentice or are on, or can go on, Employment Insurance.

For more information:



Visit the school in your community where you would like to take training or an Alberta Service Centre, Canada-Alberta Service Centre or Youth Connections Office. Call the Career Information Hotline at **(780) 422-4266** in Edmonton or **1-800-661-3753** toll-free across Alberta or go to www.gov.ab.ca/hre/ets/contact/index.asp for a Service Centre or www.gov.ab.ca/hre/youthconnections/ycoffices for a Youth Connections Office near you.



Go to the Alberta Human Resources and Employment website at www.gov.ab.ca/hre/albertaworks or the Alberta Learning Information Service (ALIS) website at www.alis.gov.ab.ca.



Get a copy of *Training for Work*, the *Education and Training Planner* and other free resources at an Alberta Service Centre or Canada-Alberta Service Centre. Or order copies at www.alis.gov.ab.ca/careershop or by calling the Learning Resources Centre at **(780) 427-5775** in Edmonton or **310-0000** then **(780) 427-5775** toll-free across Alberta.

Did you know

that there is a magazine to help women get ready to enter the world of work for the first time or after some stops and starts? Get copies of *Woman Today* at www.alis.gov.ab.ca/careershop or by calling the Learning Resources Centre at **(780) 427-5775** in Edmonton or **310-0000** then **(780) 427-5775** toll-free across Alberta.

Help to Meet Basic Needs

If you need help to meet your basic needs, like food, clothing and shelter, you may be able to get financial help and health benefits through **Alberta Works**.

See also:

Looking for
Work, p. 4

Help with
Training Costs,
p. 6

Benefits for
Seniors, p. 11

Financial Help
for Severely
Disabled Adults,
p. 39

You will receive **Income Support** only if you have no other way of providing for yourself and your family.

You may qualify for Income Support if you:

- have difficulty working because of mental or physical health problems,
- are not able to work in the short term because of temporary illness or family care responsibilities,
- are looking for work or working and need short-term help, or
- need academic upgrading or training to get a job.

The amount of money you get depends on your situation, including the number of children in your family, how soon you can return to work and any special needs you may have.

Health benefits include coverage for the cost of prescription drugs, eyeglasses, dental work, emergency ambulance services and essential diabetic supplies. In some cases, people who leave Income Support can continue to get health benefits through the **Alberta Adult Health Benefit**. If you have First Nations or Inuit status, you may be eligible to get health benefits from the Government of Canada. You can obtain more information online at www.hc-sc.gc.ca/fnihb/nihb/ or by calling the

Non-Insured Health Benefits program at (780) 495-2694 in Edmonton or 1-800-232-7301 toll-free.

If you are a single parent or in a blended family and are getting Income Support or the Alberta Adult Health Benefit, **Child Support Services** can help you arrange child support with the other parent or get court orders for support. Agreements and orders are registered with the **Maintenance Enforcement Program** (see page 38).

You must apply for Income Support in person at an Alberta Service Centre or Canada-Alberta Service Centre.

For more information, contact Alberta Human Resources and Employment:



Call the Alberta Works Contact Centre:
In Edmonton: (780) 644-5135.
Toll-free across Alberta: 1-866-644-5135.



Visit an Alberta Service Centre or Canada-Alberta Service Centre. Call 310-0000 toll-free or go to www.gov.ab.ca/hre/ets/contact/index.asp for a location near you.



Go to www.gov.ab.ca/hre/albertaworks.

See also:

Low-Cost
Housing, p. 18

Dental Care,
Eyeglasses and
Basic Health
Services for
Children, p. 28

Help with the
Costs of Child
Care, p. 34

Collecting Child
Support, p. 38

Loans and
Grants for
Post-Secondary
Students, p. 12

Did you know

that Credit Counselling Services of Alberta has a free guide to budgeting called *Stretch Your Dollars: Budgeting basics*? You can get a copy online at www.creditcounselling.com. Or order a copy at www.alis.gov.ab.ca/careershop or by calling the Learning Resources Centre at (780) 427-5775 in Edmonton or 310-0000 then (780) 427-5775 toll-free across Alberta.

Help with Utility Costs

If you have received a disconnection notice from your gas or power company and are not able to pay your overdue utility bill, Alberta Human Resources and Employment may provide emergency help.

See also:

Help to Meet
Basic Needs, p. 8

Benefits for
Seniors, p. 11

You must:

- have received a disconnection notice, and
- have no other way of paying your bill and no arrangements can be made with the utility company, and
- not be able to get help from any other program.

You will be asked to provide full information on your finances.

For more information:

- If you are not getting Assured Income for the Severely Handicapped (AISH) or Alberta Works Income Support benefits, you must apply for the help in person at an Alberta Service Centre or Canada-Alberta Service Centre. For the address of the office closest to you, call the Alberta Works Contact Centre: In Edmonton: **(780) 644-5135**. Toll-free across Alberta: **1-866-644-5135**.
- If you are getting AISH or Alberta Works Income Support benefits, contact your worker.

Benefits for Seniors

If you are a senior, you may get help from income-based programs provided by Alberta Seniors. The programs may give you:

- cash benefits, and/or
- exemption from health insurance premiums, and/or
- help with one-time extraordinary expenses such as medical, optical and dental expenses, and essential minor home repairs.

Along with these programs, housing services are also available through Alberta Seniors.

For more information, contact Alberta Seniors:



Call the Seniors Information Line:
In Edmonton: **(780) 427-7876**.
Toll-free across Alberta: **1-800-642-3853**.



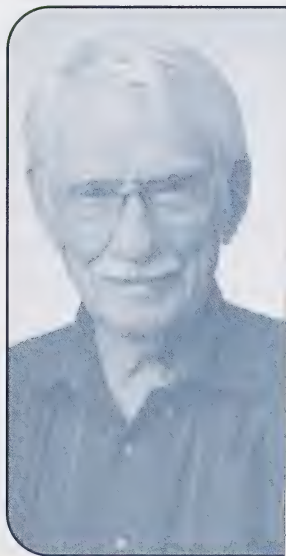
Go to **www.seniors.gov.ab.ca**.



Call the Seniors Information Line to get a copy of the *Seniors Programs and Services Information Guide*.

See also:

Drug Coverage
for Seniors,
p. 29



Loans and Grants for Post-Secondary Students

If you need financial help to attend a post-secondary institution, the Government of Alberta and the Government of Canada both provide student loans and grants. The Government of Alberta also offers scholarships.

Student Loans

Loans are interest-free while you are in school, but must be paid back when you have finished your education or if you leave school. You must show financial need to qualify for a loan. The costs of your education and your financial resources, including your family's ability to help you, will be looked at. You are expected to contribute to the costs of your education.

If you receive a provincial loan, you may be eligible for Alberta's **Student Loan Relief Program**. The program is designed to help keep your debt load manageable. This needs-based program automatically repays any debt a student has accumulated beyond the established limit of \$2,500 per semester or \$5,000 per year. It does not repay student loans from the Government of Canada.

Student Grants

There are a number of grants available. The rules for each grant program may be different. Generally, you need to:

- be living in Alberta,
- prove financial need,
- maintain passing grades, and
- be a full-time student at a designated educational institution.

Part-Time Study

If you cannot study full-time, you may still be able to get help through part-time grants and bursaries. Rules for each grant may be different, but you must apply at least six to eight weeks before the start of your course(s), show financial need, use the funding to meet allowed costs and pass your course(s).

Scholarships

Scholarships are given to students for academics, sports or community involvement. There are many different scholarships and the amounts vary. Scholarships up to \$1,600 do not affect the amount of student loans you may be able to receive, and scholarships do not have to be repaid.

Alberta Works

If you have a low income and need training or academic upgrading to get a job, you may be able to get help to study full- or part-time through **Alberta Works**. See Help with Training Costs, page 6.

Loans and Grants for Post-Secondary Students *continued*

See also:

Looking for
Work,
p. 4

Help with
Training Costs,
p. 6

For more information:



Contact the awards or financial aid office at the school you want to attend.



Call the Student Funding Contact Centre:

In Edmonton: **(780) 427-3722**.

Toll-free across Canada: **1-800-222-6485**.



Visit any Alberta Service Centre or Canada-Alberta Service Centre. Call **(780) 422-4266** in Edmonton or **1-800-661-3753** toll-free across Alberta, or go to www.gov.ab.ca/hre/ets/contact/index.asp to find a location near you.



Write: Students Finance
Box 28000 Station Main
Edmonton AB T5J 4R4



Go to www.alis.gov.ab.ca/studentsfinance.



Get a copy of *Money 101: Budgeting basics for further education* and other free resources at an Alberta Service Centre or Canada-Alberta Service Centre. Or order a copy at www.alis.gov.ab.ca/careershop or by calling the Learning Resources Centre at **(780) 427-5775** in Edmonton or **310-0000** then **(780) 427-5775** toll-free across Alberta.

Income Tax

Credits for Families

If you are a lower-income family with children under age 18, and one or both parents work, you may be able to get the **Alberta Family Employment Tax Credit**.

The tax credit gives your family a payment twice a year, in July and January, depending on your income. You do not need to apply. The information you provide for the Canada Child Tax Benefit and on your and your spouse's income tax return is used to decide if you are able to get the credit.

For more information, contact Alberta Finance:



Call **1-800-959-2809** toll-free.



Go to

www.finance.gov.ab.ca/business/tax_rebates
then select *Alberta Family Employment Tax Credit*
from the right-hand menu.

Did you know

that even if you have no income, or don't earn enough to pay taxes, filing a return could help you? Some program benefits are provided automatically based on your return. Other programs require a Notice of Assessment before you can get benefits. So, file a return every year! If you need help to file a return call the Canada Revenue Agency toll-free at **1-800-959-8281**.

Managing Your Debts

If you are in debt and are having trouble paying it down, **Credit Counselling Services of Alberta** can help.

Credit Counselling Services of Alberta provides:

- a free telephone information line
- free workshops on debt management
- information on credit and debt issues
- a repayment plan
- help finding other agencies and services.

**For more information, contact
Credit Counselling Services of Alberta:**



Call **1-888-294-0076** toll-free.



Write, visit or call:



Calgary:

Credit Counselling Services of Alberta
Suite 225, Sunrise Square
602-11th Ave SW
Calgary AB T2R 1J8
(403) 265-2201



Edmonton:

Credit Counselling Services of Alberta
Suite 440, Sun Life Place
10123-99 Street
Edmonton AB T5J 3H1
(780) 423-5265

Managing Your Debts *continued*



Go to www.creditcounselling.com .



Get a copy of *Stretch Your Dollars: Budgeting basics* at www.creditcounselling.com . Or order a copy at www.alis.gov.ab.ca/careershop or by calling the Learning Resources Centre at (780) 427-5775 in Edmonton or 310-0000 then (780) 427-5775 toll-free across Alberta.

Debt problems can mean calls from **bill collectors**. Bill collectors must follow the rules when trying to collect consumer debts. The rules include when the collector can call and whom they can call.

For more information, contact Alberta Government Services:



Call the Consumer Information Centre:
In Edmonton: (780) 427-4088.
Toll-free across Alberta: 1-877-427-4088.



Get a copy of the tipsheet *Dealing With Bill Collection Agencies* at www.gov.ab.ca/gs/pdf/billcoll.pdf .

Did you know

that any bank branch that has tellers must cash a Government of Canada cheque for free? Also, in most cases, if you apply in person, a bank must open a personal account for you. Give the bank your name, date of birth, address (if any), occupation (if any), show acceptable identification, and agree to let the bank check your information. For more information, contact the Financial Consumer Agency of Canada at 1-866-461-3222 or go to www.fcac.gc.ca/eng/consumers/rights/ . Select *Opening a Bank Account* or *Cashing Federal Government Cheques* from the drop-down menu.

Low-Cost Housing

Alberta Seniors funds local housing groups to provide low-cost housing to lower-income families and people with special needs through **Family and Special Purpose Housing**.

See also:

Benefits for
Seniors, p. 11

For more information, contact Alberta Seniors:



Call:

In Edmonton: **(780) 422-0122**.

In Calgary: **(403) 297-7453**.

Toll-free across Alberta: **310-0000** then
either **(780) 422-0122** or **(403) 297-7453**.



Write:

Calgary

Alberta Seniors

Housing Services Division

301, 7015 MacLeod Trail S

Calgary AB T2H 2K6



Write:

Edmonton

Alberta Seniors

Housing Services Division

P. O. Box 3100

Edmonton AB T5J 4W3



Go to **www.seniors.gov.ab.ca/housing/family_special/social_housing** . If you click on *Management Bodies Search*, you can find housing groups in your area.

Renters' and Landlords' Rights and Responsibilities

If you are renting, both you and your landlord have legal rights and responsibilities.

**For more information, contact
Alberta Government Services:**



Call the Consumer Information Centre:

In Edmonton: **(780) 427-4088.**

Toll-free across Alberta: **1-877-427-4088.**



Get a copy of the tipsheet *Information for
Landlords and Tenants* at

www.gov.ab.ca/gs/pdf/landlord.pdf .



Homeless Shelters

If you need emergency shelter,
contact one of the following agencies.

Calgary

Calgary Drop In Centre Society

Riverfront (main location): 423-4 Avenue SE

Centre 110: 110-11 Avenue SE

(403) 266-3600

The Mustard Seed (Calgary) Street Ministry Society

102-11 Avenue SE

(403) 269-1319

The Salvation Army of Canada

Booth Centre: 631-7 Avenue SE

(403) 262-6188

Centre of Hope: 420-9 Avenue SE

Men: **(403) 410-1184**

Women: **(403) 410-1126**

Young Women's Christian Association of Calgary (YWCA)

Mary Dover House: 320-5 Avenue SE

(403) 294-7343

Edmonton

Hope Mission (for women)

9908-106 Avenue

(780) 422-2018

Herb Jamieson Centre (for men)

10014-105 A Avenue

(780) 429-3470

Your phone book
may also list
additional
shelters.

Look in the
community
services section.

Homeless Shelters *continued*

Urban Manor (for men)

9524-104 Avenue

(780) 425-5901

Women's Emergency Accommodation Centre (WEAC)

(780) 423-5302

Fort McMurray

Fort McMurray Family Crisis Centre Society

Unity House

(780) 743-4698

Fort McMurray Salvation Army

9919 MacDonald Avenue

(780) 743-4135

Lethbridge

Lethbridge Shelter and Resource Centre

802-2nd A Avenue N

(403) 327-1031

Lethbridge Native Women's Transition Home Society

(403) 329-6506

Medicine Hat

Medicine Hat Salvation Army

Salvation Army Family Support Centre

737-8 Street SE

(403) 526-9699

Red Deer

Central Alberta Housing Society

Central Alberta People's Place Homeless Shelter

6002-54 Avenue

(403) 342-4722

Women's Shelters

Many communities have emergency shelters and transition houses for abused women and their children. If you are in a family violence emergency, call 911 or contact your local police, RCMP or tribal police.

Your phone book may also list additional shelters.

Look in the community services section.

Brooks

Brooks and District Women's Safe Shelter Society:
(403) 793-2232

Calgary

Calgary Native Women's Shelter (24 hour):
(403) 531-1972

Calgary Women's Emergency Shelter (24 hour):
(403) 234-7233 (SAFE); TTY call (403) 262-2768

Community Crisis Centre: 1-877-934-6634 toll-free

Discovery House (24 hour): (403) 277-0718

Eagle Women's Shelter: (403) 933-3370

Kerby Centre – Elder Abuse (24 hour):
(403) 705-3250

YWCA Sheriff King Family Violence Prevention Centre
(24 hour): (403) 266-0707

Camrose

Brigantia Place: (780) 672-1035

Cold Lake

Crisis Centre and Help Line: (780) 594-3353

Edmonton

Lurana Shelter (24 hour): (780) 424-5875

WIN House (24 hour): (780) 479-0058

Women's Shelters *continued*

Fairview

Crossroads – Shelter for Women With or Without
Children: (780) 835-2120

Fort McMurray

Unity House: (780) 743-1190

Grande Cache

Transition House: (780) 827-3776

Grande Prairie

Odyssey House Women's Shelter: (780) 532-2672

High Level

Safe Home: (780) 926-3899
or 1-888-926-0301 toll-free

Hinton

Yellowhead Emergency Shelter: (780) 865-4359
or 1-800-661-0937 toll-free

Lac La Biche

Crisis Centre and Help Line: (780) 623-3100

Lethbridge

Harbour House Women's Emergency Shelter:
(403) 320-1881

Lloydminster

Lloydminster Interval Home (Women's Shelter):
(780) 875-0966

Medicine Hat

Phoenix Safe House: (403) 529-1091
or 1-800-661-7949 toll-free
Medicine Hat Women's Shelter: (403) 529-1091

Peace River

Peace River Regional Women's Shelter
toll-free help line: 1-877-624-3466

Women's Shelters *continued*

Pincher Creek

Pincher Creek Women's Emergency Shelter
Association toll-free: **1-888-354-4868**

Red Deer

Central Alberta Women's Emergency Shelter:
(403) 346-5643

Rocky Mountain House

Mountain Rose Women's Shelter (Crisis Line):
(403) 845-4141

Sherwood Park

A Safe Place Women's Shelter (24 hour):
(780) 464-7233

St. Paul

Crisis Centre and Help Line: **(780) 645-5195**

Taber

Taber and District Safe Haven Women's Shelter:
(403) 223-0483

Whitecourt

Wellspring Family Resource Centre:
1-800-467-4049 toll-free

For more information:



Look in the community services section
of your phone book.



Go to the Alberta Children's Services website at
www.child.gov.ab.ca/whatwedo/familyviolence
and click on *Women's Shelters* on the left-hand menu.

See also:

Legal Assistance,
p. 25

Help to Meet
Basic Needs, p. 8

Legal Assistance

Do you have a legal problem, but don't know where to get help or can't pay for a lawyer? There are several services in the community that may help you.

The **Legal Aid Society of Alberta** provides lawyers at reduced cost. The lawyers can help with criminal and some civil and family law problems. The program will look at your income and what you own to see if you can get help from them. For more information, call **310-0000** toll-free across Alberta and ask to be connected to a Legal Aid office near you, or go to **www.legalaid.ab.ca**.

The **Lawyer Referral Service** can give you the name of a lawyer who will discuss your situation for a minimal fee. If you want the lawyer to represent you, it will cost more. For more information, call **1-800-661-1095** toll-free across Alberta or **(403) 228-1722** in Calgary.

You may also get legal information and help through **Student Legal Services** of Edmonton or **Student Legal Assistance** of Calgary. In Edmonton, call **(780) 492-2226**. In Calgary, call **(403) 220-6637**.

Calgary Legal Guidance can provide legal information and assistance. Help is available on a case-by-case basis. For more information, call **(403) 234-9266**. In Edmonton, contact the **Edmonton Centre for Equal Justice** at **(780) 702-1725** or visit their website at **www.ecej.ca**.

The **Dial-A-Law** service provides recorded information. Call **1-800-332-1091** toll-free across Alberta. In Calgary, call **(403) 234-9022**.

If you are an Aboriginal person, **Native Counselling Services of Alberta** can give you information about court procedures, your rights and responsibilities and Legal Aid and other help. For more information, call **(780) 423-2141** or go to **www.ncsa.ca**.

See also:

Help Managing
Your Debts, p. 16

Collecting Child
Support, p. 38

If you have been charged with a crime, the Alberta Justice website has information on legal resources and court procedures. Go to **www.justice.gov.ab.ca/publications**, click on *2000*, and look for the title *You've been charged with a crime: What you need to know*.

Alberta Justice has a book on family violence, *Victims of Family Violence – Information and Rights*. To get a copy, go to **www.justice.gov.ab.ca/publications**, click on *2000* and look for the title. There is also a *Victim of Sexual Assault: Information Guide* at the same website. Click on *1999* and look for the title.

Did you know

that if you have suffered physical or emotional injury as a direct result of a violent crime you may be eligible for a one-time financial benefit? The amount is based on the severity of your injuries. More information is available on the Solicitor General's website at **www.solgen.gov.ab.ca/victim/default.aspx** or by phoning **(780) 427-7217**.

Alberta Health Care

Insurance Plan Premiums

As of October 1, 2004, all seniors in Alberta are exempt from paying health insurance premiums. If you are under age 65 and have a low income or financial problems, there are two programs that may help you.

Under the **Premium Subsidy Program**, your monthly premiums are lowered. The amount your premium is lowered depends on your taxable family income.

Under the **Waiver of Premiums Program**, you can have your health care insurance premiums eliminated for up to six months if you are in financial trouble. The waiver is based on your average family income for the three months before you apply.

For more information, contact Alberta Health and Wellness:



Call the Alberta Health Care Insurance Plan:
In Edmonton: **(780) 427-1432**.
Toll-free across Alberta: **310-0000** then
(780) 427-1432.



Visit: Edmonton: 10025 Jasper Avenue,
Telus Plaza North Tower

Calgary: Main Floor, 727-7 Avenue SW



Write: Alberta Health and Wellness
P.O. Box 1360 Station Main
Edmonton AB T5J 2N3



Go to **www.health.gov.ab.ca/ahcip/faq/assistance.html**. You can get forms for the programs by clicking on *Forms* on the left-hand menu.

See also:

Benefits for
Seniors, p. 11

Dental Care,
Eyeglasses and
Basic Health
Services for
Children, p. 28

Drug Coverage
for Seniors, p. 29

Medical Supply
and Equipment
Costs, p. 30

Dental Care, Eyeglasses and Basic Health Services for Children

Under the **Alberta Child Health Benefit**, children in lower-income families get free health benefits.

See also:

Alberta Health
Care Insurance
Plan Premiums,
p. 27

Medical Supply
and Equipment
Costs, p. 30

Help with the
Costs of Child
Care, p. 34

Coverage includes:

- dental care
- eyeglasses
- prescription drugs
- ambulance services – emergency trips to the nearest hospital
- basic diabetic supplies – injection supplies, testing strips, lancets and penlets.

Parents must apply to receive the **Alberta Child Health Benefit** for their children. There is no cost to enrol. The program looks at the number of children in your family and your family's income to decide if your children are eligible.

For more information or to get an application form, contact Alberta Human Resources and Employment:



Call **1-877-4 MY KIDS (1-877-469-5437)**.



Write: Alberta Child Health Benefit
P.O. Box 2222
Edmonton AB T5H 5H3



Go to **www.gov.ab.ca/hre/achb** .
E-mail **achb@gov.ab.ca** .

Drug Coverage for Seniors

If you are a senior 65 years of age or older, you may get help with the costs of prescription drugs for you and your dependants under the **Coverage for Seniors** plan.

You must live in Alberta and be registered with the **Alberta Health Care Insurance Plan**. You must also submit a proof of age to either Alberta Health and Wellness or Alberta Seniors.

For more information, contact Alberta Health and Wellness:



Call the Alberta Health Care Insurance Plan:
In Edmonton: **(780) 427-1432**.
Toll-free across Alberta:
310-0000 then **(780) 427-1432**.



Visit: Edmonton: 10025 Jasper Avenue,
Telus Plaza North Tower
Calgary: Main Floor, 727-7 Avenue SW



Write: Alberta Health and Wellness
P.O. Box 1360 Station Main
Edmonton AB T5J 2N3



Go to **www.health.gov.ab.ca/ahcip/prescription/seniors.html**.

See also:

Benefit for
Seniors, p. 11

Medical Supply
and Equipment
Costs, p. 30

Help for
Diabetics, p. 32

Medical Supply and Equipment Costs

If you need help to pay for basic medical supplies and equipment in your home or a home-like setting, the **Alberta Aids to Daily Living** program may help.

See also:

Help to Meet
Basic Needs, p. 8

Benefits for
Seniors, p. 11

Alberta Health
Care Insurance
Plan Premiums,
p. 27

Dental Care,
Eyeglasses and
Basic Health
Services for
Children, p. 28

Financial Help
for Severely
Disabled Adults,
p. 39

You must:


- have a disability that will last at least six months, have a chronic illness or be terminally ill,
- be an Alberta resident, and
- have a valid Alberta Personal Health Care number.


You must see a health professional in your regional health authority who will decide what equipment and supplies you need.


You may have to pay 25 per cent of the costs of the supplies and equipment, up to \$500 each benefit year (July 1 to June 30). You do not pay this if you are getting help from **Alberta Works Income Support** or **Assured Income for the Severely Handicapped**, or if your **Alberta Health Care Insurance Plan** premiums have been lowered through other programs.

Medical Supply and Equipment Costs *continued*

For more information:

 Call your regional health authority. Check your phone book, call Service Alberta or go to www.health.gov.ab.ca/regions/map_lookup.htm to get the phone number.

 Call Alberta Aids to Daily Living:
In Edmonton: **(780) 427-0731**.
Toll-free across Alberta: **310-0000**
then **(780) 427-0731**.

 Write: Alberta Aids to Daily Living
2nd Floor, South Tower,
Capital Health Centre
10030-107 Street
Edmonton AB T5J 3E4

 Go to
www.health.gov.ab.ca/ahcip/benefits/aadl.html .

Did you know

that the federal government has an online benefit finder? Visit www.canadabenefits.gc.ca . Free Internet services are available at your local library, Alberta Service Centre or Canada-Alberta Service Centre. To find a centre near you, look in your phone book or call the Career Information Hotline at **(780) 422-4266** in Edmonton or **1-800-661-3753** across Alberta.

Help for Diabetics

If you have diabetes and do not have any private insurance to help you pay for supplies, the **Alberta Monitoring for Health Program** may be able to help.

See also:

Alberta Health
Care Insurance
Plan Premiums,
p. 27

Benefits for
Seniors, p. 11

The program helps with the costs of diabetic supplies including blood glucose strips, needles, syringes, lancets and tubing. You must:

- be living in Alberta,
- have a low income and be receiving an **Alberta Health Care Insurance Plan** premium subsidy,
- have no private insurance for diabetic supplies, and
- manage your diabetes through diet, oral medications or insulin therapy.

The amount of help you get depends on how you manage your diabetes.

**For more information, contact
Alberta Monitoring for Health:**



Call: In Edmonton: **(780) 423-2634**.
Toll-free across Alberta: **1-800-267-7532**.



Write: Alberta Monitoring for Health Program
Suite 1020, Royal Bank Building
10117 Jasper Avenue
Edmonton AB T5J 1W8



Go to **www.diabetes.ca/Section_Regional/alberta_amfh.asp**. A fact sheet and registration form are available on the website.

Finding Child Care

If you need help in finding child care while you work, look for work or go to school, Alberta Children's Services can help.

Alberta Children's Services can give you information on the types of child care located in your community and on support for children with special needs.

For more information, contact Alberta Children's Services:



Call **310-0000** toll-free and ask to be connected to a Child and Family Services Authority near you.



Go to **www.child.gov.ab.ca**. Click on the *Child Care and Day Care Staff Qualifications* section on the left-hand side to look up day care centres and family day homes in your area and get information on how to find quality child care.



Get copies of the booklets *Choosing a Day Care Centre: A Guide for Parents* and *Choosing a Family Day Home: A Guide for Parents* from your Child and Family Services Authority.

See also:

Help with the
Costs of Child
Care, p. 34

Children with
Disabilities, p. 45

Did you know

that Alberta Children's Services has a brochure with tips for raising young children? Look for *Sure Steps* online at **www.child.gov.ab.ca**. Click on *Early Childhood Development – Sure Steps* then on *Sure Steps Publications*, or call **(780) 427-4801** in Edmonton or **310-0000** then **(780) 427-4801** toll-free across Alberta.

Help with the Costs of Child Care

If you need help to pay for child care, you can apply for a **Child Care Subsidy**. The Child Care Subsidy application form is available online at www.child.gov.ab.ca .

Your child must be under seven years old or not yet in Grade 1. You may also get help if you or your child has a medical, physical, psychological or other special need. The amount of help you get depends on your family income, the number of children you have and how many hours of child care you need each month.

Some municipalities may also provide **subsidies for out-of-school care** for school-age children. Your local Child and Family Services Authority will have information on the municipalities in your area that provide out-of-school care subsidies.

If you live in a rural area and do not have access to traditional child care, or you work non-traditional hours, you may be able to get help from the **Kin Child Care Funding Program**. The program helps with costs when you pay a blood relative, who does not live with you, to care for your child. Your child must be under seven years old or not yet in Grade 1. You must need more than 50 hours of child care while you look for work or go to school or a training program.

Help with the Costs of Child Care *continued*

You may also be able to get help if you or your child has special needs. The amount of help you get is based on your income and the size of your family. Your income tax records and information from your employer are used to decide if you can get help.

For more information, contact Alberta Children's Services:



Call **310-0000** toll-free and ask to be connected to a Child and Family Services Authority near you.



Go to **www.child.gov.ab.ca** . Click on *Child Care Subsidy Application Online*.

See also:

Help to Meet
Basic Needs, p. 8

Dental Care,
Eyeglasses and
Basic Health
Services for
Children, p. 28

Finding Child
Care, p. 33



Support to Care for Someone Else's Child

The **Child Financial Support Program** (which will be called the **Child and Youth Support Program** starting in November 2004) provides financial help and medical benefits to help you care for a child that is not yours.

See also:

Dental Care,
Eyeglasses and
Basic Health
Services for
Children, p. 28

You may get help if the child's parents or legal guardians can't provide care themselves.

The amount of financial help you get depends on how old the child is and what money the child gets from other sources.

You may also get help with the costs of dental care, eyeglasses, prescription drugs, ambulance services or diabetic supplies for the child. These are provided through the Alberta Child Health Benefit.

For more information, contact Alberta Children's Services:



Call **310-0000** toll-free and ask to be connected to a Child and Family Services Authority near you.



Go to **www.child.gov.ab.ca** . Click on *Child Financial Support Program* (after November 1, 2004, the *Child and Youth Support Program*) on the left-hand menu.

Paying a Child's School Fees

If you have a child going to a public or separate school and can't pay school fees, you may be able to have these fees lowered or eliminated, or have a payment schedule set up.

Ask about fee payment policies at your child's school.
Talk to the school principal about the help you may be able to get.

Schools may charge fees for supplies, like textbooks, lockers, pens or pencils and exercise books.
These fees should not keep your child from taking part in school activities.

For more information, contact Alberta Learning:



Call: In Edmonton: **(780) 427-7219**.
Toll-free across Alberta: **310-0000**
then **(780) 427-7219**.



To find your school board, go to
www.learning.gov.ab.ca/ei/maps .

Collecting Child Support

The **Maintenance Enforcement Program** can help you collect money owed to you under child support or spousal maintenance court orders.

See also:

Legal Assistance,
p. 25

There is no guarantee everything you are owed will be collected, but every possible effort will be made. In most cases, the program collects the support you are owed and then pays it to you.

The program can only help with the court orders you already have. It cannot change any orders—only the courts can do that. It also cannot give you legal advice or represent you in any legal matter.

For more information, contact Alberta Justice:



Call the MEP Info Line:

In Edmonton: **(780) 422-5555**.

Toll-free across Alberta: **310-0000**
then **(780) 422-5555**.

You can get recorded information anytime. People can take your calls from 8 to 11 a.m. and noon to 4 p.m. on Mondays, Tuesdays, Thursdays and Fridays, and noon to 4 p.m. on Wednesdays.



Write: Maintenance Enforcement Program
7th Floor, J.E. Brownlee Building
10365-97 Street
Edmonton AB T5J 3W7



Go to **www.justice.gov.ab.ca/mep**.

Financial Help for Severely Disabled Adults

If you have a permanent disability that prevents you from earning a living, you may be able to get financial help and health benefits from the **Assured Income for the Severely Handicapped** program (AISH).

AISH helps eligible Alberta residents aged 18 to 64. Your income and your spouse or partner's income and what you own are used to decide how much help you receive.

AISH:

- provides a monthly payment up to \$850
- gives you a health benefits card, which covers prescription drugs, eyeglasses, eye exams, dental work, emergency ambulance services and essential diabetic supplies for you and your family
- covers Alberta Health Care Insurance premiums and Alberta Aids to Daily Living co-payments.

In some situations, people who leave AISH can continue to get health benefits through the **Alberta Adult Health Benefit**.

If you are a single parent or in a blended family, Child Support Services can negotiate child support agreements with the other parent or get court orders for support. Agreements and orders are registered with the **Maintenance Enforcement Program** (see page 38). You can continue to get help from **Child Support Services** when you leave AISH.

Financial Help for Severely Disabled Adults *continued*

See also:

Help to Meet
Basic Needs, p. 8

Medical Supply
and Equipment
Costs, p. 30

For more information, contact
Alberta Human Resources and Employment:



Call **310-0000** toll-free across Alberta to be connected to the AISH office nearest you.

Or call the AISH contact centre:

In Edmonton: **(780) 644-5135**.

Toll-free across Alberta: **1-866-644-5135**.



Go to **www.gov.ab.ca/hre/aish** .



Get a copy of the booklet *AISH: A Guide* from your local Alberta Human Resources and Employment office or online at

www.gov.ab.ca/hre/aish/publications/ .

Supports for Employment

If you are disabled, you may be able to get **Disability Related Employment Supports** through **Alberta Works**. You must live in Alberta and be looking for work, taking training or studying at a post-secondary institution.

The program provides three types of support:

- job search supports, like a sign language interpreter or a rented laptop to load assistive software to take to job interviews
- workplace supports, such as technical aids, a job coach, a job mediator, or mentors. Employers can also receive help with the cost of workplace changes.
- education supports, such as technical aids, sign language interpreters, tutors, note-takers, readers and student assistants.

See also:

Looking for
Work, p. 4

Help with
Training Costs,
p. 6

Loans and
Grants for
Post-Secondary
Students, p. 12

Supports for Employment *continued*

For more information, contact Alberta Human Resources and Employment:



Call the Career Information Hotline:
In Edmonton: **(780) 422-4266**.
Toll-free across Alberta: **1-800-661-3753**.
Deaf and hard of hearing: **(780) 422-5283**
in Edmonton; **1-800-232-7215** toll-free for
message relay service.



Visit an Alberta Service Centre or Canada-Alberta
Service Centre. Call **310-0000** toll-free to find a
centre near you or go to [www.gov.ab.ca/hre/ets/
contact/index.asp](http://www.gov.ab.ca/hre/ets/contact/index.asp) to find the location nearest you.



Go to www.gov.ab.ca/hre/dres .



Get a copy of the booklet *Employment Series for
Persons with Disabilities: Tips for job seekers* and
other free resources at an Alberta Service Centre
or Canada-Alberta Service Centre. Or order a copy
at www.alis.gov.ab.ca/careershop or by calling
the Learning Resources Centre at **(780) 427-5775**
in Edmonton or **310-0000** then **(780) 427-5775**
toll-free across Alberta.

Did you know

Deaf or hard of hearing?

If you have a TTY, you can reach Alberta government
offices by calling **(780) 427-9999** in Edmonton
or **1-800-232-7215** across Alberta.

Help for People with Developmental Disabilities

If you or an adult member of your family has a developmental disability, the **Persons with Developmental Disabilities (PDD)** program can help you.

PDD helps adults with developmental disabilities. It can help them live independently, in their own communities. These people, and their families or guardians, may get:

- direct service and community living supports
- work supports
- community access supports
- specialized supports.

The help provided depends on what each person needs. Regional Community Boards provide services.

For more information, contact PDD:



Call **310-0000** toll-free and ask for a PDD Community Board near you.



Go to **www.pdd.org** .

See also:

Financial Help
for Severely
Disabled Adults,
p. 39

Supports for
Employment,
p. 41

Supports for People with Brain Injuries

If you or an adult member of your family has a brain injury, you can get help through the **Alberta Brain Injury Initiative**.

See also:

Financial Help
for Severely
Disabled Adults,
p. 39

Supports for
Employment,
p. 41

The initiative helps adults with brain injuries and their families find supports and services from different programs and community groups.

For more information, contact the Alberta Brain Injury Initiative:



Call the Brain Injury Message Line:
In Edmonton: **(780) 415-2747**.
Toll-free across Alberta: **310-0000**
then **(780) 415-2747**.



Write: Alberta Brain Injury Initiative
P. O. Box 476
Edmonton AB T5J 2K1



Go to www.cd.gov.ab.ca/helping_albertans/bii.



You can get a *Brain Injury Survival Guide* from the brain injury service co-ordinator in your region and on the website. To find a service co-ordinator near you, call the Brain Injury Message Line.

Children with Disabilities

Many government departments provide support for children with disabilities. To find out what supports and services are available, call the toll-free **Child Disability Resource Link** at 1-866-346-4661.

If you have a child with a disability, the **Family Support for Children with Disabilities** program can help both you and your child. The program is not income tested. You are expected to pay all the usual costs of providing and caring for your child.

The program helps you find services in your community. You may also get help to pay for extraordinary costs for supports and services, including things like:

- Family support services – information, referrals, family and individual counselling, disability-related clothing and footwear, respite services and help with disability-related appointments
- Child-focused services – respite care, extraordinary child care expenses, aides for special needs, health-related supports including dental and prescription costs not covered by other plans, specialized supports and services for children with severe disabilities and help and support with out-of-home living arrangements.

See also:

Dental Care,
Eyeglasses and
Basic Health
Service for
Children, p. 28

Medical Supply
and Equipment
Costs, p. 30

Changes to Your
Home, p. 48

Children with Disabilities *continued*

For more information:



Call **310-0000** toll-free and ask to be connected to a Child and Family Services Authority near you, or call the Child Disability Resource Link at **1-866-346-4661**.



Go to
www.child.gov.ab.ca/whatwedo/disabilities .

If you need support with child care:

- The **Inclusive Child Care** program helps with child care for children with special needs. Child care can be provided in day-care centres, approved family day homes and nursery schools. The program may train child care staff, provide special programs or provide funds for more staff.

For more information:



Call **310-0000** toll-free and ask to be connected to a Child and Family Services Authority near you.


If you need help with the costs of medical equipment and supplies:

- The **Alberta Aids to Daily Living** program may be able to help you pay for medical equipment and supplies, such as wheelchairs, respiratory equipment and hearing aids. See page 30.
- The **Alberta Child Health Benefit** may be able to help you pay for eyeglasses and prescription drugs or other health needs. See page 28.


Children with Disabilities *continued*

If your child is school age:

- School boards must provide special education programs for students with special needs. Contact your school board or school principal for information. A list of school boards is on the Alberta Learning website at www.learning.gov.ab.ca/ei/maps.
- Under the **Student Health Initiative**, school boards and regional health authorities work together to provide support services to students with special health needs. These include audiology, clinical nursing, emotional or behavioural supports, speech-language therapy and physical, occupational and respiratory therapy. Contact your school board or school principal for information.

 Get a copy of *The Learning Team: A Handbook for Parents of Children with Special Needs*. Find it online at www.learning.gov.ab.ca/educationguide/spec-ed/partners or purchase it from the Learning Resources Centre. Call (780) 427-2767 in Edmonton, or 310-0000 then (780) 427-2767 toll-free across Alberta.

If your child is about to turn 18:

 Guides to help you move from children's to adult services can be found on the Alberta Children's Services website. Go to www.child.gov.ab.ca/whatwedo/disabilities then click on *Publications* on the left-hand menu. Look for *PDD Central Alberta Community Board: A Parents' Guide to Transition* and *PDD Edmonton Community Board: Guides for Family and Guardians*.

Changes to Your Home

If you or a member of your family use a wheelchair and you need to make changes to your home, the **Home Adaptation Program** may help.

See also:

Benefits for
Seniors, p. 11

Medical Supply
and Equipment
Costs, p. 30

The program is available to people who:

- are Canadian or live in Canada,
- have low to moderate incomes, and
- use a wheelchair or have a severe disability that will require them to use a wheelchair in the future.

The program helps pay for the costs of permanent changes that make it easier for wheelchair users to enter, leave or move around inside their homes. Funds are given to home owners, renters with permission from their landlords, and landlords.

For more information, contact the Home Adaptation Program:



Call: In Edmonton: **(780) 427-5760**.
Toll-free across Alberta: **310-0000**
then **(780) 427-5760**.



Write: Home Adaptation Program
Alberta Seniors
Housing Services Division
P. O. Box 927
Edmonton AB T5J 2L8



Go to www.seniors.gov.ab.ca/housing/family_special/supportive_housing/index.asp.

Finding the Documents You Need

For some programs, you may need your birth certificate, Personal Health Number, Social Insurance Number, Alberta Student Number or Notice of Assessment for income taxes. If you don't have these documents, here's how you can get them.

Birth Certificate

For **people born in Alberta**, you can apply for a birth certificate at your local registry agent office (see License and Registry Services in the yellow pages). There is a \$20 fee for this service. Alberta registry agent offices also charge an additional service fee.

To apply, you will need to give:

- your full name,
- the full name and your relationship to the person you need the certificate for,
- the date and place of birth of the person you need the certificate for,
- the sex of that person,
- full names of both parents of the person, including the mother's maiden name,
- the place of birth of the parents, and
- the type and number of certificates needed.



More information about ordering birth certificates is online at www.gov.ab.ca/gs/information/vs/births/certificates.cfm .

Finding the Documents You Need *continued*

For **people not born in Alberta**, contact the government of the province or country where you were born.



Go to www.health.gov.sk.ca/ps_vital_stats_directory.html to find information on contacts in other provinces or territories or in the United States.

Personal Health Number



Call the Alberta Health Care Insurance Plan:
In Edmonton: **(780) 427-1432**.

Toll-free across Alberta: **310-0000**
then **(780) 427-1432**.



Visit: In Edmonton: 10025 Jasper Avenue,
Telus Plaza North Tower
In Calgary: Main Floor, 727-7 Ave SW



Write: Alberta Health and Wellness
P.O. Box 1360, Station Main
Edmonton AB T5J 2N3

Social Insurance Number



Call the Government of Canada
toll-free at **1-800-206-7218**.



Go to the Government of Canada website at
www.canada.gc.ca/cdns/wallet/wallet_e.html
and scroll down to *Social Insurance Number (SIN) Card*.

Alberta Student Number

If you have gone to school in Alberta recently,
your Alberta Student Number will be on your
report cards or transcripts.



Information is also available online at
www.learning.gov.ab.ca/learning/studentservices/ASNLookup.

Finding the Documents You Need *continued*

Notice of Assessment (income tax information)



Contact the Canada Revenue Agency:

Call **1-800-959-8281** toll-free.

TTY call **1-800-665-0354**.



Write or visit:



Calgary

Canada Revenue Agency

Harry Hays Building

220-4 Avenue SE

Calgary AB T2G 0L1

Edmonton

Canada Revenue Agency

Suite 10, Canada Place

9700 Jasper Avenue

Edmonton AB T5J 4C8

Lethbridge

Canada Revenue Agency

P.O. Box 3009 Station Main

Lethbridge AB T1J 4A9

In person: 200, 419-7 Street South

Red Deer

Canada Revenue Agency

4996-49 Avenue

Red Deer AB T4N 6X2

Did you know

Deaf or hard of hearing?

If you have a TTY, you can reach Alberta government offices by calling **(780) 427-9999** in Edmonton or **1-800-232-7215** across Alberta.

After-hours children's services:

24-hour Child Protection Line in Calgary:
(403) 297-2995

Child Protection Line in Edmonton: daytime
(780) 422-2001; evenings **(780) 427-3390**

24-hour Child Abuse Hotline, toll-free across Alberta:
1-800-387-KIDS (1-800-387-5437)

Kids Help Phone (support to young people
24 hours a day, 365 days a year):
1-800-668-6868

After-hours emergency shelter, food or transportation:

In Edmonton: **(780) 644-5135**

Toll-free across Alberta: **1-866-644-5135**

Alberta Aids to Daily Living

Edmonton: **(780) 427-0731**

Toll-free across Alberta: **310-0000**
then **(780) 427-0731**

Alberta Child Health Benefit

Edmonton:

(780) 427-6848

Toll-free across Alberta:

1-877-469-5437 (1-877 4 MY KIDS)

Alberta Family Employment Tax Credit

Toll-free across Alberta: **1-800-959-2809**

Alberta Health Care Insurance Plan

Edmonton: (780) 427-1432

Toll-free across Alberta: 310-0000

then (780) 427-1432

Alberta Monitoring for Health

Edmonton: (780) 423-2634

Toll-free across Alberta: 1-800-267-7532

Alberta Works Contact Centre

Edmonton: (780) 644-5135

Toll-free across Alberta: 1-866-644-5135

Brain Injury Message Line

Edmonton: (780) 415-2747

Toll-free across Alberta: 310-0000

then (780) 415-2747

Calgary Legal Guidance

(403) 234-9266

Canada-Alberta JOBS

Edmonton: (780) 917-4899

Toll-free across Alberta: 1-800-727-2925

Canada Revenue Agency

Toll-free across Alberta: 1-800-959-8281

TTY toll-free: 1-800-665-0354

Career Information Hotline

Edmonton: (780) 422-4266

Toll-free across Alberta: 1-800-661-3753

Deaf and hard of hearing:

(780) 422-5283 in Edmonton;

1-800-232-7215 toll-free for message relay service.

Child Disability Resource Link

Toll-free across Alberta: 1-866-346-4661

Phone Numbers *continued*

Consumer Information Centre

Edmonton: (780) 427-4088

Toll-free across Alberta: 1-877-427-4088

Credit Counselling Services of Alberta

Toll-free across Alberta: 1-888-294-0076

Dial-A-Law

Calgary: (403) 234-9022

Toll-free across Alberta: 1-800-332-1091

Edmonton Centre for Equal Justice

(780) 702-1725

Government of Alberta

Toll-free across Alberta: 310-0000

TTY toll-free: 1-800-232-7215

Government of Canada

Toll-free across Alberta:

1-800-O-Canada (1-800-622-6232)

TTY toll-free: 1-800-465-7735

Home Adaptation Program

Edmonton: (780) 427-5760

Toll-free across Alberta: 310-0000

then (780) 427-5760

Lawyer Referral Service

Calgary: (403) 228-1722

Toll-free across Alberta: 1-800-661-1095

Learning Resources Centre

Edmonton: (780) 427-5775 or (780) 427-2767

Toll-free across Alberta: 310-0000

then (780) 427-5775 or (780) 427-2767

Legal Aid Society of Alberta

Toll-free across Alberta: 310-0000

and ask to be connected to a

Legal Aid office near you

Low-Cost Housing

Edmonton: (780) 422-0122

Calgary: (403) 297-7453

Toll-free across Alberta: 310-0000

then either (780) 422-0122 or

(403) 297-7453

Maintenance Enforcement Program

MEP Info Line

Edmonton: (780) 422-5555

Toll-free across Alberta: 310-0000

then (780) 422-5555

Native Counselling Services of Alberta

(780) 423-2141

Seniors Information Line

Edmonton: (780) 427-7876

Toll-free across Alberta: 1-800-642-3853

Student Funding Contact Centre

Edmonton: (780) 427-3722

Toll-free across Canada: 1-800-222-6485

Student Legal Assistance (Calgary)

(403) 220-6637

Student Legal Services (Edmonton)

(780) 492-2226

Key Services

Alberta Aids to Daily Living	30	Family and Special Purpose Housing	18
Alberta Brain Injury Initiative	44	Family Support for Children with Disabilities	45
Alberta Family Employment Tax Credit	15	Home Adaptation Program	48
Alberta Learning Information Service (ALIS)	4	Homeless Shelters	20
Alberta Monitoring for Health Program	32	Inclusive Child Care	46
Alberta Works	6	<hr/>	
Alberta Adult Health Benefit	8	Kin Child Care Funding Program	34
Alberta Child Health Benefit	28	<hr/>	
Child Support Services	9	Lawyer Referral Service	25
Employment and Training Services	4, 6	Legal Aid	25
Income Support	8	<hr/>	
Assured Income for the Severely Handicapped (AISH)	39	Maintenance Enforcement Program	38
<hr/>		<hr/>	
Benefits for Seniors	11	Native Counselling Services	26
<hr/>		<hr/>	
Calgary Legal Guidance	25	Persons with Developmental Disabilities	43
Canada-Alberta JOBS	4	Premium Subsidy Program	27
Child Care Subsidy	34	<hr/>	
Child Financial Support Program (Child and Youth Support Program)	36	Student Health Initiative	47
Credit Counselling Services of Alberta	16	Student Legal Assistance (Calgary)	25
<hr/>		Student Legal Services (Edmonton)	25
Dial-A-Law	26	Student Loans and Grants	12
Disability Related Employment Supports	41	Student Loan Relief Program	12
Drug Coverage for Seniors	29	<hr/>	
<hr/>		Waiver of Premiums Program	27
Edmonton Centre for Equal Justice	25	Women's Shelters	22
<hr/>			

We'd like to hear from you...

Feedback

Guide to Services for Lower-Income Albertans

Did you find this guide useful? If so, why? If not, why not?

How could we make the guide better?

How (or where) did you get your copy of this guide?

Please return this form to

Alberta Human Resources and Employment
Communications

9th Floor Labour Building,

10808-99 Avenue

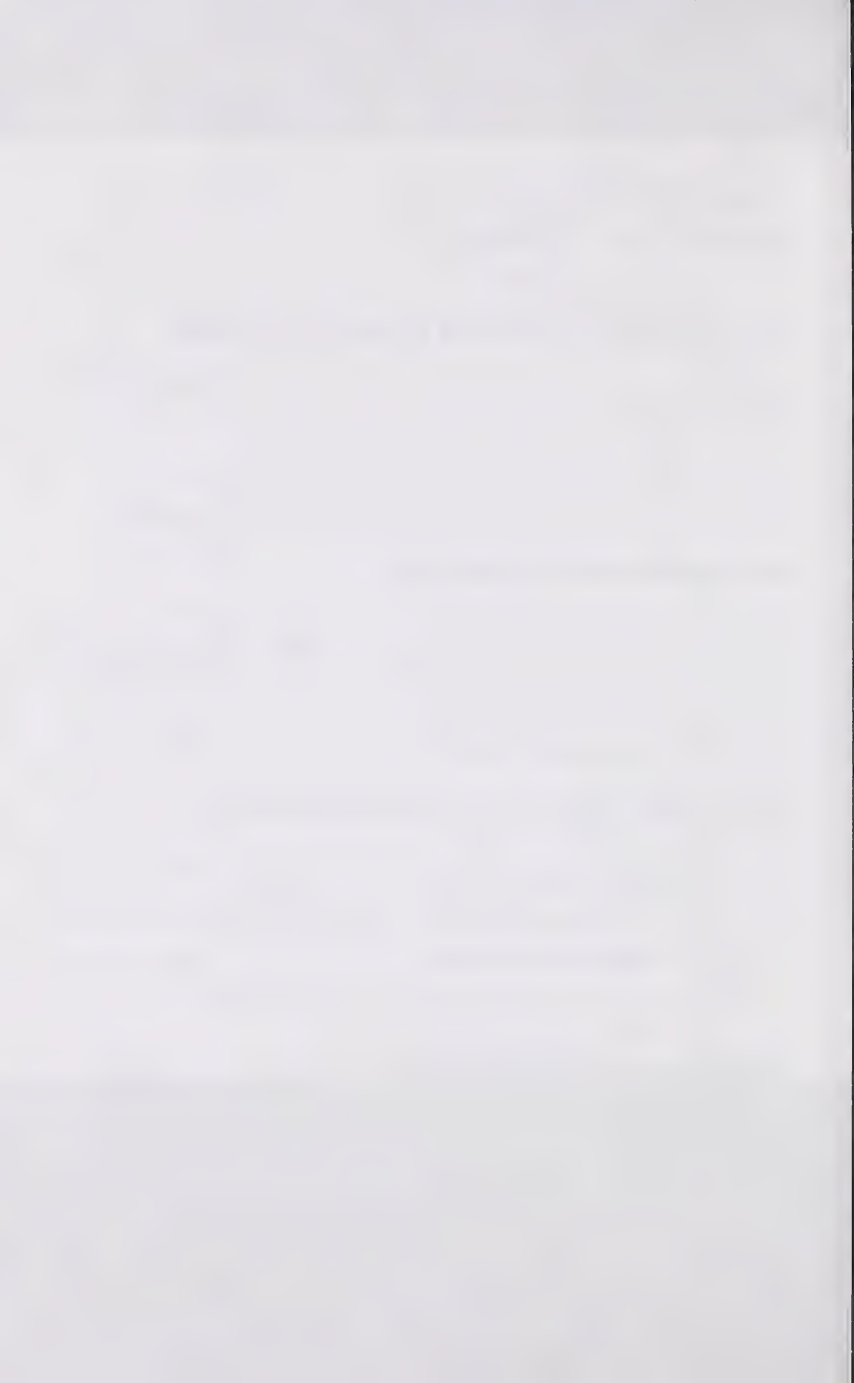
Edmonton AB T5K 0G5

Fax: 780-427-5988

Or, e-mail your comments to

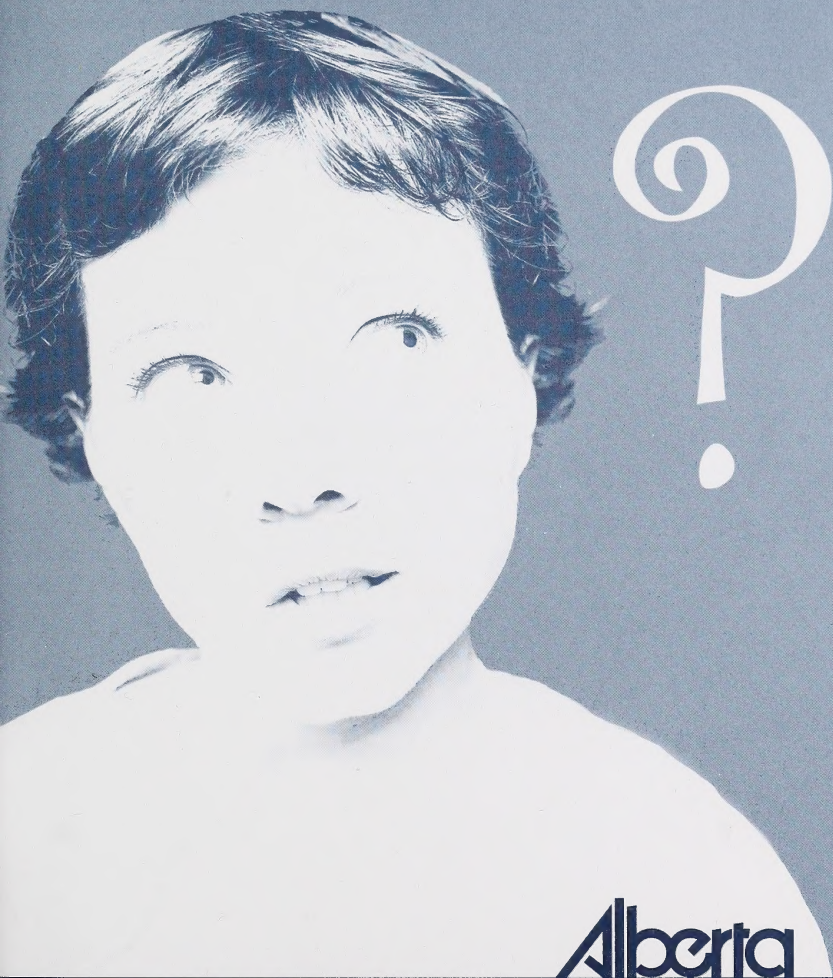
ahre.communications@gov.ab.ca





This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no text or other markings on the paper.

Looking for Government of Alberta services?



Alberta

Looking for better ways.

servicealberta www.gov.ab.ca **310-0000**



Guide to

Services for Lower-Income Albertans

Copies of this guide can be ordered by calling
310-4455 toll-free across Alberta.

This guide is available online at [www.gov.ab.ca/
servicealberta/LowerIncomeGuide](http://www.gov.ab.ca/servicealberta/LowerIncomeGuide) .

To contact an Alberta government office:

You can phone any Alberta government number
toll-free by calling 310-0000 and then entering
the number you need.

TTY Deaf Relay Only dial 1-800-232-7215.

For provincewide free access from a cell phone, enter
***310** (for Rogers Wireless) or **#310** (for Telus and Bell).

September 2004 NCN0938

ISBN 0-7785-3356-5